SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
SEPTEMBER 12, 2001

Agenda Items

- ?? Review of Previous Action Items (Rice)
- ?? Support Center Items (Baker)*
- ?? August Performance Measures (Griffin)
- ?? Survey on Performance Measures Related to Overall Customer Satisfaction (Griffin)
- ?? Operating Plan Update (Griffin)*
- ?? CIO Centralization Proposal Update (Griffin)
- ?? Update on SCIP (Centeno)*

Action Items

Previous Action Items	Status
Consolidate CIAG member input to Rick Borchelt, and forward.	Pat Rice will seek input from CIAG members, and consolidate and forward to Rick Borchelt
Provide update on new SCIP User Acceptance Training and pilot dates (if appropriate).	New dates awaiting resolution of network problems.
Fax copy of DOE HQ CIO Centralization Plan to Peggy Burris and Steve Buswell.	Completed by Griffin.

New Action Items from September 12, 2001 CIAG Meeting	Assigned To
Revise survey per members' comments, and present to the board again.	Rice/Griffin
Per suggestion of Peggy Burris, consult with Myrna Vallette on the scale used for the SES 360 Degree Review to see if it is of use in the survey.	Rice
Present to Kimberly Rasar the suggestion that a representative from the CIO's office be invited to attend the IMSC review.	Centeno

* Postponed to allow for early adjournment

August Performance Measures

Ted Griffin presented the August 2001 Performance Measures. Griffin noted the slight improvement in Measure 3 (% of Support Center calls resolved by first phone analyst before end of call) from 73 to 74% and in Measure 5 (% of support Center "Helpdesk-Medium" calls resolved within 4 hours) from 76 to 77%. Griffin noted that he is looking for Measure 5 to continue to move upward. The number had been at 94% in May but dropped because Support Center personnel were temporarily reassigned to the Windows 2000 and IMSC rollouts.

Survey on Performance Measures Related to Overall Customer Satisfaction

Ted Griffin presented a proposed survey for addressing IM Team Performance Measures 1 and 2, which relate to overall customer satisfaction with existing and new products and services. CIAG members offered several comments and suggestions. Among them were:

- ?? Itemize application rollouts in order to get customers' opinions of how well each was performed;
- ?? Revise the response scale (e.g. "Good/Average, Above Average etc.) to be more descriptive;
- ?? Consult with Myrna Vallette about the scale used in the SES 360 Degree Review to determine whether it might be useful in this survey; and
- ?? Allow respondents to rate only services that they use.

It was agreed that SC-65 would present a revised draft of the survey to the CIAG at the next meeting.

CIO Centralization Proposal

Ted Griffin indicated that he had no new information on the CIO Centralization Proposal, although he did note that a memo from the Deputy Secretary making the plan official that was expected last Wednesday has not appeared.

Proposed 9/19/01 Meeting Agenda

- ?? Review of Previous Action Items (Rice)
- ?? Support Center Items (Baker)
      --Update on Network Performance Issues
- ?? Survey on Performance Measures Related to Overall Customer Satisfaction (Griffin)
- ?? Operating Plan
      --Update on FY02 Projects (Griffin)
      --Customer Collaboration Plan (Griffin/Rice)
- ?? CIO Centralization Proposal Update (Griffin)

Meeting Attendees

Name		Organization	Contact Information
Dilworth – Chair	**Greg**	**SC-14**	**3-2873**
Burris-Co-Chair	**Peggy**	**SC-1 & 5**	**6-7265**
Rice– Exec. Sec	**Pat**	**SC-65**	**3-4556**
Baker	Brent	SC-65	3-2345
Beall	Jeanne	SC-65	3-4587
Clay	Mitzi	SC-65	3-3717
Farrand	Sue	SC-65	3-1884
Forsythe	Todd	SC-65	3-6409
Griffin	Ted	SC-65	3-4602
Hanlin	Cathy	SC-23	3-1965
Hiegel	Jane	SC-31	3-5800
Jernigan	Lorie	SC-64	3-5212
Miller	Caryle	SC-82	3-8434
Oyler	Dean	SC-22	3-6394
Stodolsky	Marvin	SC-72	3-4475